

## **CORE LEVELS OF I&R SERVICE DELIVERY**

### **INFORMATION AND REFERRAL**

Information and referral services help individuals, families and communities identify, understand and effectively use the programs that comprise the human service delivery system. Trained I&R specialists help people understand their problems and make informed decisions about possible solutions. They may actively link people with a service provider, advocate on behalf of those who need special support, and reinforce the individual's capacity for self-reliance and self-determination through education, affirmation, collaborative planning and problem solving. They also provide follow-up to ensure that individuals' needs were met and that the I&R service provided was satisfactory. I&R services are a vital link bringing people and services together.

According to standards set forth in the *Code of Virginia*, I&R regional providers are responsible for collection, maintenance, and dissemination of information about human service resources in the Commonwealth of Virginia.

### **DATA COLLECTION**

I&R regional providers are responsible for the collection of resource information on human services in the Commonwealth. A standardized data collection survey instrument has been developed and is utilized by each regional provider to collect information about human services. Each regional provider is charged with securing information on resources in their identified area. Data collection should include the following:

1. All human service agencies/programs in region
2. Inclusion/exclusion policy application for resources to be listed on the database;
3. Resource information on services shall include the following:
  - Agency name, address, telephone numbers, person in charge, agency type, and a listing of all programs
  - Program name, address, telephone numbers, person in charge, e-mail and internet addresses, hours and days of service, description of service, eligibility, fees, intake procedures, languages spoken, service areas, and accessibility
4. Index human service resource information according to AIRS Info Line taxonomy
5. Collect and verify information on human services by an authorized employee of the agency/program
6. Collect information collected through any medium (mail, e-mail, fax, Web site)